

ABSTRACT

Method and apparatus for providing virtual capacity to a service provider. A service provider contacts a third party service provider when the service provider can not perform services for a customer. A solicitation is sent by the service provider and accepted by the third party service provider. After acceptance, status and/or location information from the third party service provider is redirected within a network management facility so that the information is sent to the service provider, rather than to an entity normally associated with the third party service provider. After services have been performed by the third party service provider, the third party service provider is generally free to accept service requests from other service providers, whereby messages transmitted by the third party service provider are routed to the new service provider.